MITEL

5312/5324

IP Phone User Guide

5312/5324 IP Phone Quick Reference Guide

This guide provides information for frequently used features. For more information about these and other features, refer to the user guide. For voice mail information, refer to the voice mail user guide for your system.

Feature Buttons

Most of the following feature codes work when your IP phone is idle. However, if you are on an active call or if the IP phone is off-hook, you may need to press ⊗ (Special) to activate the feature before you enter the feature code.

If you make a mistake when entering numbers or characters, you can press (Hold) to move the cursor to the left and delete the characters entered, or you can press * to cancel the feature.

Button	Action
(Up) (Down)	Provides volume control. Scrolls through feature options.
(Speaker)	Activates Handsfree Mode. Activates features.
(Mute)	Mutes the microphone during a call.
(Directory)	Activates the contact and feature DIrectory.
⊗ (Special)	Activates features while on a call. The ⊗ (Special) button does not cancel features. To cancel features, press the Star button (*).
(Redial)	Calls the last external number dialed. You cannot redial internal numbers.
(Hold)	Places the current call on hold. Left/Backspace when entering dialpad characters.
(Transfer)	Transfers the current call. Right/Forward when entering dialpad characters.
(Message)	Connects to voice mailbox and notifies when you have messages. Toggles between Alpha Mode and Numeric Mode when entering dialpad characters.

Commonly Used Feature Codes

Contact your system administrator for more information about system features.

Feature	Code
ACD Agent – Log In/Out	328
Automatic IC Call Access – On/Off	361
Automatic Trunk Call Access – On/Off	360
Background Music – On/Off	313
Call Forward – All Calls	355
Call Logging	333
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Answering Calls

Lift the handset, or press (Speaker) to answer a call while using a headset or to answer a call in Handsfree Mode.

Placing Emergency Calls

Dial the emergency number (911 U.S. or 999/112 Europe). The system immediately places the emergency call as soon as you dial the number, even if you do not select an outside line.

Placing Internal (Intercom) Calls

With or without the handset lifted, dial the extension number. If you enter incorrect digits, you can press (Hold) to move the cursor backward, deleting the last digits entered. If you are using Handsfree Mode, listen for the double tone, and then begin to speak.

Placing External Calls

Press the **Outgoing** button, an unlit **Call** button, or enter the Outgoing Call access code (**8** is the default code), and then dial the number.

Redialing External Numbers

With or without the handset lifted, press the (Redial). The system automatically selects a line and dials the number.

Transferring Calls to Other Extensions

1. While on the call, press (Transfer), and then enter the extension number.
2. Do one of the following:
   - Wait for an answer, announce the call, and then hang up. If the extension is unavailable, press the flashing **IC** or **Call** button to return to the caller.
   - Hang up to transfer the call and disconnect the call from your IP phone.

Forwarding Calls

1. Press the **Fwd** button, and then enter the feature code, if applicable. ENTER FORWARD DEST appears.
2. Enter the extension number, or press the **Outgoing** button or enter the Outgoing Call access code (**8** is the default code), and then dial the telephone number.

Placing Conference Calls

1. While on the first call, press the **Conf** button to place the call on hold. CALL NEXT PARTY TO CNF appears.
2. Place a call to the next conference party. For external calls, press the **Outgoing** button or enter the Outgoing Call access code (**8** is the default code), and then dial the number.
3. After the party answers, announce the conference, and then press the **Conf** button to place the call on hold. If necessary, repeat this step to add the remaining conference party.
4. Press the **Conf** button again to start the conference. CNF IN PROGRESS appears.

Viewing and Responding to Messages

1. With the handset on-hook, press (Message). Messages are displayed as first in/first out. If there is more than one message, you can repeatedly press (Message) to scroll through the messages.
2. When the desired message is displayed, press **#**, or lift the handset for privacy, and then press **#** to respond. (If your handset is off-hook and you press (Message), you automatically place a call to the party or message center who left the message.)

Using Do-Not-Disturb

1. Press the **DND** button, and then do one of the following:
   - Press (Up) or (Down) to scroll through the messages.
   - Enter the two-digit number for the DND message.
2. After selecting the message, enter the additional text for the DND description, if applicable.
3. Press (Speaker), or lift and replace the handset.

Placing a Page Announcement

1. Press 7.
2. Enter the page-zone number (**0** to **9**).
3. After the tone, make your announcement, and then hang up.

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Notice

This guide is released by Mitel Networks Corporation and provides information necessary to use the 5312 and 5324 IP Phones. The guide contents, which reflect current Mitel standards, are subject to revision or change without notice.

Some features or applications mentioned may require a future release and are not available in the initial release. Future product features and applications are subject to availability and cost. Some features or applications may require additional hardware, software, or system administrator assistance.

For sales, service, or technical support, contact your local authorized provider:

Enter provider information above.

If you do not know the contact information for your local provider, use the “Partners” link at the top of the Mitel home page (www.mitel.com) to find a location near you.

If you have any questions or comments regarding this user guide or other technical documentation, contact the Technical Publications Department (USA) at:

tech_pubs@mitel.com

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Important Safety Instructions and Precautions

Remember the following safety guidelines when using the IP phone.

Programming Emergency Numbers

Make sure to do the following when programming emergency numbers and/or making test calls to emergency numbers:

- Remain on the line and briefly explain to the dispatcher the reason for the call.
- Perform tests during off-peak hours such as early morning or late evenings.

Safety Notices

The following notices may appear on the product or in the technical documentation.

Notice	Description
CAUTION	Caution indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury and/or damage to the equipment or property.
WARNING	Warning indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.
DANGER	Danger indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.
⚠	The exclamation point within an equilateral triangle indicates that important operating and maintenance (servicing) instructions are included in the literature accompanying the product.

Maintenance and Repair

There are no user serviceable parts inside the IP phones. For repairs, return the IP phone to an authorized Mitel provider.

NOTE	Changes or modifications not expressly approved by Mitel may void the user's right to operate the equipment.

Power Requirements

⚠ CAUTION

Phone Damage Hazard. To avoid damaging the IP phone, make sure the IP phone is connected to the proper power supply before powering on. Contact your system administrator for more information.

The IP phone requires *any* one of the following power supplies:

- Mitel 48-volt DC Ethernet power adaptor 100-240 volt AC 50-60Hz (ES) -part number 50005301
- An industry-standard IEEE 802.3af Power over Ethernet (PoE) power supply unit

If your IP phone uses a centralized PoE power supply unit, do ***not*** use the 48-volt DC Ethernet power adaptor. If necessary, contact your system administrator for assistance before connecting your IP phone to the centralized power source.

Make sure the IP phone is plugged into an uninterruptible power supply (UPS). If your IP phone is plugged into the UPS and the power fails, it should remain powered on for about 10 minutes. If the IP phone is not plugged into a UPS and the power fails, the current call is dropped and you will not be able to use the IP phone until the power is restored.

Software Updates

⚠ CAUTION

Phone Damage Hazard. Do not use your IP phone or disconnect it from the power supply while it is updating software.

The IP phone may require occasional software updates when new versions are available. The IP phone is configured to download the updates automatically. Contact your system administrator for more information.

Product Disposal Instructions

This symbol indicates that the product is classified as electrical or electronic equipment and should not be disposed of with other commercial or household waste at the end of its working life. For appropriate disposal and recycling instructions, contact your local Mitel provider.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) was established by the European Union to minimize negative impact on the environment, control hazardous substances, and curtail landfill expansion by using the best available recovery and recycling techniques.

Phone Usage

This equipment is not for connection to the telephone network or public coin phone service. It is only for use when connected to Mitel systems.

WARNING

When using your IP phone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

- Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool.
- Avoid using a phone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use the IP phone to report a gas leak in the vicinity of a leak.
- Do not connect directly to the Public Switched Telephone Network (PSTN). Any connection of this phone to an off premise application, an out of plant application, any other exposed plant application, or to any equipment other than the intended application may result in a safety hazard, and/or defective operation, and/or equipment damage. “Exposed plant” means where any portion of the circuit is subject to accidental contact with electric lighting or power conductors operating at a voltage exceeding 300 volts between conductors or is subject to lightning strikes.
- The socket outlet, if used, shall be located near the equipment and shall be easily located by the user.
- Use only Mitel approved power adaptors.
- The handset supplied with the IP phone is not certified for use with any other phone. Use of the handset with any other phone may have the potential to cause hearing loss in the event of a lighting strike on the outside plant wiring.

Notice to Canadian Customers

The Class B digital apparatus complies with Canadian ICES-003.

Notice to U.S. Customers

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Notice to European Customers

We, Mitel Networks LTD.
Of, Mitel Castlegate Business Park
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Declare that for the hereinafter mentioned product the presumption of conformity with the applicable essential requirements of DIRECTIVE 1999/5/EC OF THE EUROPEAN PARLIAMENT (RTTE DIRECTIVE) AND OF THE COUNCIL is given.

Mitel IP Phones: 5312 and 5324

Any unauthorized modification of the product voids this Declaration.

For a copy of the original signed Declaration of Conformity (in full conformance with EN45014), please contact the Regulatory Approvals Manager at the above address.

Getting Started

Welcome

The instructions in this guide are for using the Mitel 5312/5324 Internet Protocol (IP) Phone on the Mitel 5000 Communications Platform (CP). The *Quick Reference Guide* located at the beginning of this guide is an overview of frequently used features.

Your IP phone should be powered on and ready to use. If the display is blank, or if the display name, extension number, or time or date are incorrect, contact your system administrator for assistance.

Because a variety of voice mail products work with the 5000 CP, this guide does not include voice mail instructions. For voice mail instructions, refer to the voice mail user guide for your system. For example, refer to the *Enterprise Messaging, Basic Voice Mail, and Embedded Voice Mail Card User Guide,* part number 835.3205, or the *Mitel NuPoint Unified Messaging User Guide* on the Mitel Web site (http://edocs.mitel.com). Contact your system administrator for more information about your voice mail system.

NOTE	Because many phone features can be programmed to perform various tasks, some features may work differently than the descriptions in this guide. Contact your system administrator for more information.

About Your Phone

The 5312 and 5324 IP Phones are full-feature, dual port phones that provide voice communication over an IP network. Both phones have a back-lit liquid crystal display (LCD), display-assisted feature access, on-hook dialing, and a Ring/Message Indicator.

For one-touch feature access, the 5312 IP Phone has 12 programmable buttons and the 5324 IP Phone has 24 programmable buttons. Both phones have 10 fixed feature buttons to access commonly used features such as Transfer, Redial, Mute, and so on.

5312 IP Phone Features

The 5312 IP Phone is shown here. See “Phone Feature Descriptions” on page 4 for more information about the IP phone features.

1 – Handset
2 – Display
3 – Ring/Message Indicator
4 – Feature buttons
5 – Dialpad buttons
6 – Programmable buttons
7 – External speaker

5324 IP Phone Features

The 5324 IP Phone is shown here. See “Phone Feature Descriptions” on page 4 for more information about the IP phone features.

1 – Handset
2 – Display
3 – Display buttons
4 – Ring/Message Indicator
5 – Feature buttons
6 – Dialpad buttons
7 – Programmable buttons
8 – External speaker

Phone Feature Descriptions

The following sections describe default configurations. Your IP phone may be programmed differently. Contact your system administrator for more information. See “5312 IP Phone Features” on page 2 and “5324 IP Phone Features” on page 3 for phone feature locations.

Handset

The handset provided with this equipment is hearing aid compatible (HAC). If you are using a headset or if you are in Handsfree Mode, you do not need to use the handset. See “Using a Headset” on page 7 and “Using Handsfree Mode” on page 35 for more information.

Display

The display provides a two-line, 20-character viewing area for using features and identifying callers. When idle, the display shows user information and the time and date.

Display Buttons

The 5324 IP Phone (only) has three Display buttons under the Display. In some features, the left and right Display buttons provide back (<<) and forward (>>) navigation. The center Display button always displays user and system information. See “Viewing Your System Information” on page 37 for more information.

Ring/Message Indicator

The Ring/Message Indicator flashes or stays lit to indicate call, message, and feature activity. For more information about messaging features, see “Messages” on page 51. Ring/Message Indicator signals are described in the following table.

Indicator Signals	Description
Rapidly flashing	You have an incoming call.
Slowly flashing	You have a waiting message or callback message.
On	You are on a call or using a feature.
Off	Your IP phone is idle.

Speaker

The speaker provides audio for handsfree calls and background music. See “Using Handsfree Mode” on page 35 for information about handsfree calls. See “Listening to Background Music” on page 16 for more information about background music.

NOTE The 5312 IP Phone uses half-duplex audio when using the speakerphone (both parties cannot talk at the same time).

Feature Buttons

Feature buttons provide quick access to commonly used features. See the following table for descriptions.

Button	Action
(Up) (Down)	Provides volume control for the ringer, handset, and speaker. Scrolls through feature options.
(Speaker)	Activates Handsfree Mode (speakerphone). See "Using Handsfree Mode" on page 35. Activates features.
(Mute)	Temporarily turns off your microphone during a call.
(Directory)	Activates the contact and feature Directory. See "Using the Directory" on page 32.
(Special)	Activates features while on a call. The (Special) button does not cancel features. To cancel features, press the Star button (*).
Redial	Calls the last *external* number dialed. You cannot redial internal numbers.
(Hold)	Places the current call on hold. Left/backspace when entering dialpad characters. See "Using the Dialpad Buttons to Enter Characters" on page 17.
(Transfer)	Transfers the current call. Right/forward when entering dialpad characters. See "Using the Dialpad Buttons to Enter Characters" on page 17.
(Message)	Connects to your voice mailbox and flashes to notify you of waiting messages. Toggles between Alpha Mode and Numeric Mode when entering dialpad characters.

Dialpad Buttons

Use the dialpad buttons to dial phone numbers, enter feature codes, and to enter characters when using features that require text input.

Programmable Buttons

The 5312 IP Phone has 12 programmable buttons.The 5324 IP Phone has 24 programmable buttons. The top seven buttons on both models are programmed by the system administrator and cannot be reprogrammed. However, you can program the remaining buttons for quick access to features or speed-dial entries. See “Using the Dialpad Buttons to Enter Characters” on page 17 for instructions.

Button	Action
DND	Turns Do-Not-Disturb (DND) mode on or off.
Outgoing	Selects an outgoing line for external calls.
Call 1	Selects an outside line or answers a call.
Call 2	Selects an outside line or answers a call.
IC	Answers an intercom (internal) call.
Comfy	Places a conference call.
Fwd	Forwards the call to the specified number.

Phone Signals

The IP Phone has several audio and visual signals to indicate feature activity. The following are a few helpful tips:

- Lit or blinking buttons indicate call or feature activity.
- All phone button lamps illuminate at the same time for a few seconds when the IP phone is reset or powered on.
- The following actions may cause an error tone:
  - Pressing an invalid button combination.
  - Selecting a restricted feature.
  - Dialing a restricted or invalid number.
  - Dialing too slowly between digits.
  - Waiting too long before performing the next step.

  To correct an error tone, hang up and try again.
- Many features “time-out” if you wait too long before performing the next step. If this happens, you must start over.
- “Off-hook” means the handset is lifted. “On-hook” means the handset is in the cradle.
- If your IP phone does not have a lamp under the speaker button, the large message indicator lamp on the top right of the IP phone indicates that the speakerphone is in use.

Comfort and Safety Tips

Observe the following comfort and safety tips when using the IP phone:

- **Do not cradle the handset**: Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your neck and shoulder. If you frequently use the IP phone, you might find a headset more comfortable. See “Using a Headset” on page 7.
- **Adjust the viewing angle**: The built-in stand tilts to give you a better view of the buttons. See “Adjusting the Viewing Angle” on page 13.
- **Protect your hearing**: Because prolonged exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level. You can adjust the volume levels of the handset receiver or headset. See “Changing Volume Levels” on page 15.

Using a Headset

When using a headset, press (Speaker) to connect to or disconnect from calls. The Headset icon appears when the headset is in use. You cannot use the handset or speakerphone when the IP phone is in Headset Mode. Disconnecting the headset automatically enables the handset.

NOTES

The headset must be hearing aid compatible (HAC).

If your headset has a power-saver mode, make sure the system administrator has enabled the “Headset Connect Tone” feature. If this is not enabled, you may miss the first few seconds of an incoming call.

To connect and activate the headset:

1. Insert the headset jack into the Headset port located on the back of the IP phone.
2. Dial **317** (Headset on/off). HEADSET MODE ON appears.

NOTE

Because Headset Mode disables the handset and speakerphone, you must turn off Headset Mode before you can use the handset or speakerphone.

To turn off Headset Mode and activate the handset and speakerphone:

Dial 317 (Headset on/off). HEADSET MODE OFF appears.

Using the 5310 IP Conference Unit

Your 5324 phone can use the 5310 IP Conference Unit (shown below) for full-duplex, advanced IP conferencing. Use the Conference Controller touch screen to turn the Conference Unit on or off, to adjust the volume or to put the Conference Unit into Presentation mode. You can only run one Conference Controller session at a time. If the 5310 Conference Unit is not connected to your IP phone, the Conference Controller application is not available.

Installation instructions are included with the unit.

Mitel 5310 IP Conference Unit

For information about placing conference calls and adding parties to the conference, see “Placing Conference Calls” on page 47.

Turning the Conference Unit On and Off

The following instructions describe how to turn the Conference Unit on and off.

To turn the Conference Unit on and off:

Use the Speaker button on the IP phone, or use the On/Off button on the optional remote control mouse.

NOTE Turning the 5310 Conference Unit off terminates the active call. To continue the call either pick up the handset or press the **Speaker** button on the IP phone.

Adjusting the Conference Unit Volume

The following instructions describe how to adjust the Conference Unit volume.

To adjust the Conference Unit volume:

Press **Volume Up** or **Volume Down**.

Muting the Conference Unit

You can mute the Conference Unit so that conversation or noise near the Conference Unit cannot be heard by individuals being conferenced.

To mute the Conference Unit:

Use the Mute button on the IP phone, or use the Mute button on the optional remote control mouse.

NOTE Although pressing the fixed Mute button on the IP phone itself mutes the audio on the attached 5310 conferencing unit, the orange mute LED indicator on the conference unit does not light up. However, if using the optional remote control mouse to mute the conference unit, the orange mute indicator does light up as designed.

Placing the Conference Unit in Presentation Mode

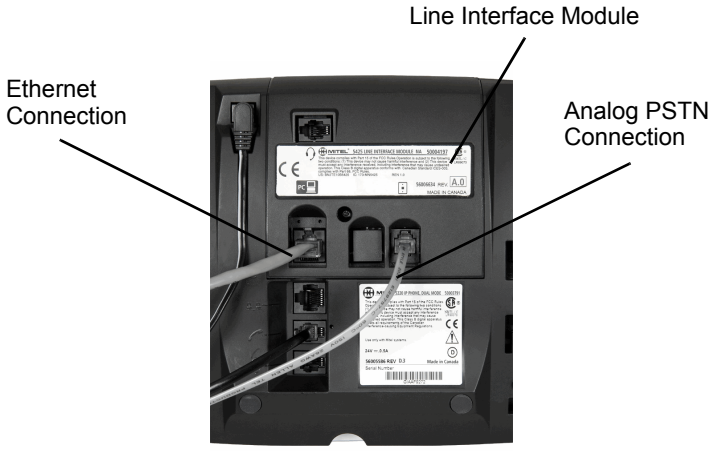
Presentation Mode should be used when only one individual will be speaking into the Conference Unit. If another individual near the unit wishes to speak, you should disable Presentation Mode. Presentation Mode minimizes extraneous noise.

To enable/disable Presentation Mode:

Use the Presentation button on the optional remote control mouse.

Using the Line Interface Module (LIM)

The LIM is an optional device that adds an analog phone line capability to your 5324 phone. In the event of a network failure, the IP phone can be configured to use the public switched telephone network (PSTN) to provide continued basic telephony until service in restored. The analog line can also be used for emergency calls and local calling.



You can use the LIM to:

- allow incoming and outgoing analog PSTN calls directly to and from the IP phone
- provide survivability (failover) in the event IP connectivity is lost
- provide emergency dialing support (emergency calls can be programmed to connect through the analog PSTN connection)

If you have a LIM connected to your 5324 phone, all programming of the LIM, except the Analog button (key), is done by the Installer when your IP phone is installed. To program the Analog button, see “Using Programmable Buttons” on page 24.

The LIM operates in one of the following two modes, as determined by your System Administrator:

- **LIM Mode**: You can use the LIM line at any time.
- **Failover Mode**: You can use the LIM line only when the IP connection has failed.

NOTE Handsfree and on-hook dialing are not supported on the LIM line.

For information on emergency number dialing using the LIM, see “Placing Emergency Calls using the LIM Line” on page 33.

Making and Answering Calls Using the Analog Button

To make a call using the Analog line:

1. Lift the handset.
2. Press the button you programmed as **Analog Line**. ANALOG CALL appears.
3. Dial the number.

NOTE	When you make an external call over the analog line, a prefix dialing number is not required. If your IP phone's Analog Line button has the Privacy option enabled, you cannot access the analog line when another phone is using the analog line (button is solid orange).To access the analog line, the user of the other phone must first hang up. To determine whether the Privacy option is enabled, contact your System Administrator.

To answer a Call using the analog line:

1. Lift the handset.
2. Press the **Analog Line** button that is highlighted.

To answer a waiting call on the analog line:

NOTE	If you have subscribed to an analog call waiting service, you may use the hookswitch or press the Star button (*) to answer a waiting analog call. When you are on an analog call and a waiting analog call arrives, you hear a beep. This feature may not be supported in all regions.

To answer a waiting analog call or return to the original analog call:

1. Do one of the following:
   - Press and release the hookswitch.
   - Press the Star button (*) to cancel.
2. Press the button you have programmed as **Analog Line**.

To put a current call on hold to answer an incoming analog call:

Press the highlighted **Analog Line** button.

To switch between the current call and the held call when one of the calls is using the analog line, do one of the following:

- If your current call is using the analog line, press the flashing **Line** button of the held call. The analog call is automatically put on hold.
- If your current call is using an IP line, press the highlighted **Analog Line** button. The IP line is automatically put on hold.

To end a current call when an incoming analog call arrives:

Press the Star button (*) and then press the highlighted **Analog Line** button. The current call ends and you are connected to the caller on the analog line.

To end the current analog call when an incoming call arrives:

Press the Star button (*) to cancel. The current analog call ends and you are connected to the new caller.

Making and Answering Calls Using the Failover Mode

To make a call using the analog line during an IP connection failure:

1. Lift the handset. IP FAIL: ANALOG CALL appears.
2. Dial the number.

To answer a call using the analog line during an IP connection failure:

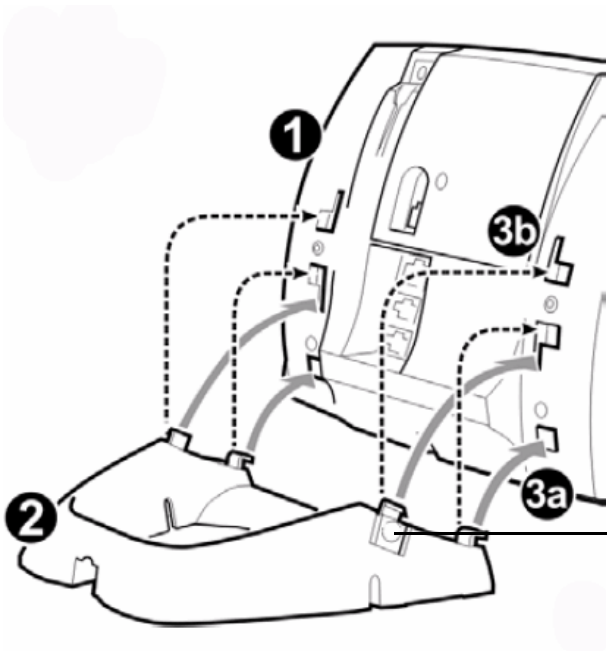
Lift the handset. The call is answered. IP FAIL: ANALOG CALL appears.

Personalizing Your Phone

This chapter describes features you can use to personalize your IP phone.

Adjusting the Viewing Angle

You can tilt the IP phone stand for a better view of the buttons and display.



To adjust the viewing angle:

1. Turn the IP phone so it faces away from you.
2. Hold the base firmly, and then press the tabs on the sides of the stand to release and detach the base unit.
3. Hinge the hooks on the base unit into the notches on the back of the IP phone, and then snap into place as follows:
   - *For a high-angle mount,* hinge the two lower hooks into the bottom set of notches, and then snap the two upper hooks into the middle set of notches.
   - *For a low-angle mount,* hinge the two lower hooks into the middle set of notches, and then snap the two upper hooks into the top set of notches.

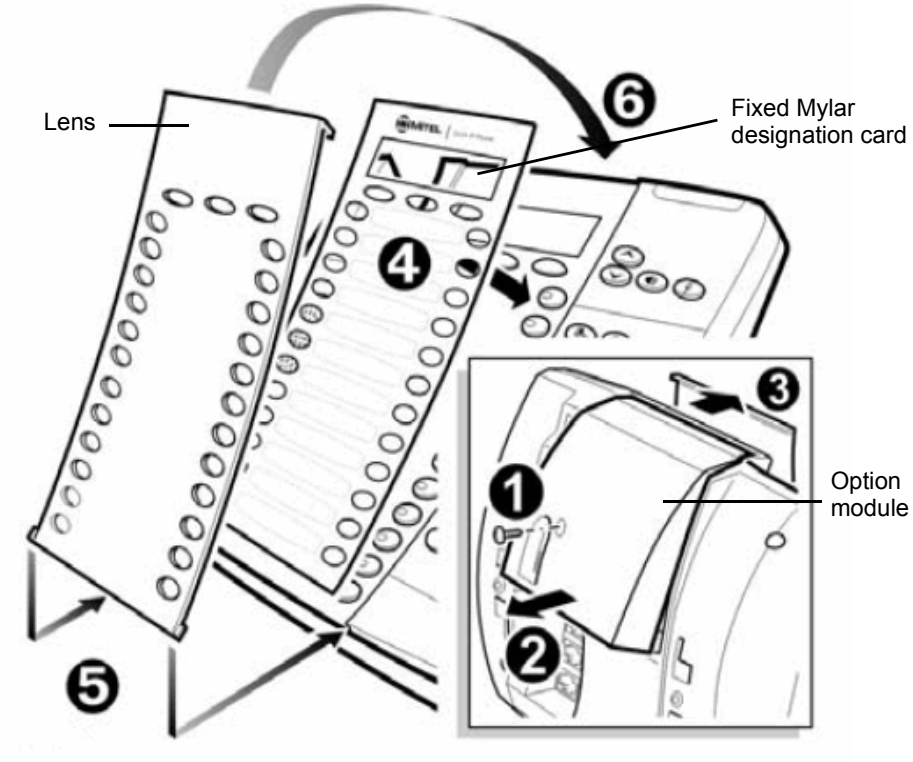
Installing Designation Cards

If you program buttons on your 5324 IP Phone (see page 17), you can install a new paper designation card with the revised button labels. (Paper designation cards are provided by your system administrator.) You can usually slide the paper designation card out and replace it without removing the lens (if necessary, see the following instructions to remove the lens for either model).

If you have a 5324 IP Phone, you can remove the lens and install a fixed Mylar® designation card, which has labels for the programmable buttons under the display. Contact your system administrator for the Mylar designation card.

To remove the lens and install the fixed Mylar designation card (5324 IP Phone):

1. Remove the screw that holds the option module on the back of the IP phone. Keep the screw in a safe place—you must use it in step 6.
2. Lift the lower edge of the option module until you feel the inner tabs release, and then gently lift the upper edge of the module. (To avoid damaging the module or the lens, always lift the lower edge of the module first.)
3. Remove the lens by lifting the upper edge, and then sliding the lower edge down.
4. Place the fixed Mylar designation card on the face of the IP phone.
5. Slide the lens tabs into the underside of the IP phone.
6. Snap the lens tightly into place by applying pressure to both the middle and top of the lens. Secure the option module using the screw from step 1..



Changing Volume Levels

You can change the following volume levels:

- Ringer (alerting tone)
- Handset
- Headset
- Background music
- External speaker

NOTE Turning the external speaker volume down to the lowest levels may prevent you from hearing the feature “warning tones” that notify you when errors occur (for example, when you enter an incorrect feature code).

You must be using the feature to change the volume level. For example, if you want to change the handset volume level, you must be using the handset. However, you can adjust the ringer (alerting tone) volume level when the IP phone is idle.

To change a volume level:

While using the feature, press ▲ (Up) to increase the volume or press ▼ (Down) to decrease the volume. The volume level is automatically saved.

Changing the Ring Tone

You can select one of nine different ring tones.

To change the ring tone:

1. With the handset on-hook, dial **398**.
2. Do one of the following to listen to (or turn off) ring tones:
   - Press **0** to turn the ringer off.
   - Press ▲ (Up) or ▼ (Down) or **1** to **9** to listen to ring tones.
   - Press (Speaker), **#**, or lift and replace the handset to select the ring tone.

Adjusting the Display Contrast

You can adjust the display Contrast setting.

To adjust the Contrast setting:

1. While the handset is on-hook, dial **303**.
2. Do one of the following to adjust the contrast:
   - Press ▲ (Up) or ▼ (Down) to adjust the contrast.
   - Press a number on the dialpad (1 = lightest, 10 = darkest) that corresponds to your desired contrast level.
3. To save the setting, press **#** or (Speaker).

Changing the Language

Your system administrator can select two of the following languages as the primary and secondary languages to display text.[1]

- American English
- British English
- Canadian French
- Mexican Spanish

For example, if your system administrator programmed your IP phone with American English as the primary language, American English is used for display text. You can change the language by selecting the secondary language. Contact your system administrator for more information.

To change the language:

Dial **301** to select either the primary or secondary language. The display shows text in the selected language.

Listening to Background Music

If your system is equipped with a music source, you can listen to background music or system audio (for example, organizational conference calls) through the external speaker.

To turn on or turn off background music:

Dial **313** (on/off). BACKGROUND MUSIC ON (or OFF) appears.

1. This feature may or may not be enabled for your system.

Using the Dialpad Buttons to Enter Characters

You can use the dialpad buttons to enter text or numbers for features such as Do-Not-Disturb (see page 59) and Station Speed Dial (see page 34).

The following are guidelines when entering dialpad characters:

- Press (Message) to switch from Alpha Mode to Numeric Mode. The (Message) button stays lit in Alpha Mode and is off in Numeric Mode.
- Press (Hold) to move the cursor to the left and delete characters.
- Press (Transfer) to move the cursor to the right.
- In Numeric Mode, press **#** for a hyphen (-).
- In Numeric Mode, press * for a colon (:).
- Press **#**, (Speaker), or lift and replace the handset to save entries.

To use the dialpad to enter characters:

Press the dialpad buttons as shown in the following table.

Dialpad Characters — American English and British English

	Number of Times Dialpad Button is Pressed														
Button	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	:	-	/	,	.	;	(	)	&	+	*	!	?	#	1
2	A	B	C	2	a	b	c								
3	D	E	F	3	d	e	f								
4	G	H	I	4	g	h	i								
5	J	K	L	5	j	k	l								
6	M	N	O	6	m	n	o								
7	P	Q	R	S	7	p	q	r	s						
8	T	U	V	8	t	u	v								
9	W	X	Y	Z	9	w	x	y	z						
0	0														

For example, to enter **May 31**, you could use the following sequence:

1. In Alpha Mode ([Message] button is lit), press **6** once to enter an “M.”
2. Press **2** five times to enter an “a.”
3. Press **9** eight times to enter a “y.”
4. Press (Transfer) to enter a space.
5. Press (Message) to switch to Numeric Mode.
6. Press **3**.
7. Press **1**.
8. Press (Speaker), **#**, or lift the handset to save the entry.

The following tables show the dialpad characters for the Canadian French and Mexican Spanish languages.

Dialpad Characters — Canadian French

	Number of Times Dialpad Button is Pressed														
Button	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	:	-	/	,	.	;	(	)	&	+	*	!	?	#	1
2	A	B	C	2	A	b	c	À	Â	Æ	Ç	à	â	æ	ç
3	D	E	F	3	D	e	f	È	É	Ê	Ë	è	é	ê	ë
4	G	H	I	4	G	h	i	Î	Ï	î	ï				
5	J	K	L	5	J	k	l								
6	M	N	O	6	M	n	o	Ô	Œ	ó	œ				
7	P	Q	R	S	7	p	q	r	s						
8	T	U	V	8	T	u	v	Ù	Û	Ü	ù	û	Ü		
9	W	X	Y	Z	9	w	x	y	z	Ÿ	Ÿ				
0	«	»	0												

Dialpad Characters — Mexican Spanish

	Number of Times Dialpad Button is Pressed														
Button	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	:	-	/	,	.	;	(	)	&	+	*	!	?	#	1
2	A	B	C	2	A	b	c	Á	Á						
3	D	E	F	3	D	e	f	É	é						
4	G	H	I	4	G	h	i	Í	Í						
5	J	K	L	5	J	k	l								
6	M	N	O	6	M	n	o	Ñ	Ó	ñ	ó				
7	P	Q	R	S	7	p	q	r	s						
8	T	U	V	8	T	u	v	Ú	Ü	ú	ü				
9	W	X	Y	Z	9	w	x	y	z						
0	¡	¿	ª	º	0										

Using Programmable Buttons

For quick access, you can assign feature codes, extensions, speed-dial numbers, trunks, or other resources to your programmable buttons. You can then press the programmed buttons to activate features or place calls. See “Default Access Codes “ and “Default Feature Codes” on page 21 for code lists. You cannot reprogram the default button assignments. You cannot reprogram the default button assignments. See “Programmable Buttons” on page 6.

To program a button:

1. With the handset on-hook, dial **397**.
2. Press the button that you want to program. If the button is:
   - *not programmed*, UNDEFINED KEY appears.
   - *programmed*, the feature or extension programmed for the button appears.
   - *not programmable*, NON-PROGRAMMABLE KEY appears.
3. Enter the feature code, extension number, station speed-dial number, or system speed-dial number to be assigned to the button. To assign speed-dial numbers to programmable buttons, see “Assigning Speed-Dial Numbers to Programmable Buttons” on page 36

NOTE	Before or after assigning the speed-dial number to a programmable button, make sure the speed-dial number has either a Station Speed Dial bin or System Speed Dial location assigned to it. For System Speed Dial numbers, numbers are pre-assigned to the System Speed Dial locations (000 to 999 or 0000 to 4999) by your system administrator. Therefore, you just need to choose a System Speed Dial location that you want to use (see “Using System Speed Dial” on page 34 for details). For Station Speed Dial numbers, you must manually store numbers in the Station Speed Dial bins (0 to 9). See “Using Station Speed Dial” on page 34.

After you program a programmable button, you can:

- Press the button to place a call to the assigned extension.
- Press the button to access a system feature.
- Press the button and then hang up to transfer a call to the assigned extension. If the call is transferred to voice mail you hear repeating double tones.
- Visually monitor the call activity of the assigned extension if the button you assign has a lamp.

The following table describes the lamp signals and the indicated call activity:

Lamp Signals	Description
Continuously Lit	The extension is busy or off-hook.
Slowly flashing	The extension is in Do-Not-Disturb (DND).
Quickly flashing	The extension has a call ringing in.
Continuously flashing	The extension is causing a “Station Off-Hook” system alarm.

Additional Programmable Buttons

You can also use the following units to add additional programmable buttons to your IP phone. You can program buttons the same way as those on the associated telephone as described earlier in this section. Contact your system administrator for details.

- Direct Station Selection/Busy Lamp Field (DSS/BLF) unit
- (5324 IP Phones only) Programmable Key Module (PKM)

Default Access Codes

The following are default system access codes. If your system uses different codes, record the codes in the “New Code” column for reference.

Outside Line Access Codes

Code Type	Code	New Code
Emergency Call	911 (999/112 Europe)	
Outgoing Call (Default)	8	
Select Line Group 1 to 208	92001 to 92208	
Automatic Route Selection	92000	

Extension Numbers

Code Type	Code	New Code
Attendant	0	
Phone Extensions	1000 to 1999	
Hunt Groups	2000 to 2299	

Default Feature Codes

The following table lists default feature codes. If your system administrator changes any of the default codes, you can record the new codes in the “New Code” column for reference.

NOTES Most of the following feature codes work when your IP phone is idle. However, if you are on an active call or if the IP phone is off-hook, you may need to press ⊗ (Special) before you enter the feature code to activate the feature.

To delete the characters entered:

Press (Hold) to move the cursor to the left and delete the characters entered.

To cancel the feature:

Press *.

Feature	Page	Code	New Code
Account Code – Follow Calls	33	391	
Account Code – Optional	33	390	
ACD Agent – Log In	57	326	
ACD Agent – Log In/Out	57	328	
ACD Agent – Log Out	57	327	
ACD Agent – Wrap-up Terminate	58	329	
Activate Door Relay	24	332	
Agent Help – Reject	59	376	
Agent Help – Request	59	375	
Answer Ringing Call	25	351	
Automatic Call Access – On/Off	25	361	
Automatic Trunk Call Access – On/Off	25	360	
Automatic Trunk Answer	26	350	
Background Music – On/Off	16	313	
Barge-In	61	386	
Call Forward – All Calls	38	355	
Call Forward – If Busy	38	357	
Call Forward – If No Answer	38	356	
Call Forward – No Answer/Busy	38	358	
Call Logging	43	333	
Change Language	16	301	
Conference	41	5	
Default Station	24	394	
Directory	32	307	
Display Time And Date	37	300	
Do-Not-Disturb	53	370	
Do-Not-Disturb – Cancel	53	371	

Feature	Page	Code	New Code
Do-Not-Disturb – On/Off	53	372	
Do-Not-Disturb – Override	53	373	
Dynamic Extension Express On	39	363	
Dynamic Extension Express Off	39	362	
Dynamic Extension Express On/Off	39	364	
Dynamic Extension Express Handoff	39	388	
Group Listen	42	312	
Handsfree – On/Off	35	319	
Headset – Off	7	316	
Headset – On	7	315	
Headset – On/Off	7	317	
Hold – Individual	36	336	
Hold – System	36	335	
Hookflash (Recall in Europe)	36	330	
Hunt Group – Remove	59	322	
Hunt Group – Remove/Replace	59	324	
Hunt Group – Replace	59	323	
LCD Contrast Control	15	303	
Message – Cancel Left Message	52	366	
Message – Delete Message	52	368	
Message – Leave Station Message	51	367	
Message – View Messages	52	365	
Microphone Mute – On/Off	35	314	
Page	55	7	
Page Receive – On/Off	55	325	
Program Buttons	17	397	
Program Station Password	48	392	
Programmable Buttons – Return to Default	23	395	
Queue (Callback) Request	28	6	
Record-A-Call	42	385	
Redial	29	380	
Redirect Call	26	331	
Reminder Message	53	305	
Reminder Message – Cancel	53	306	
Remote Programming	48	359	
Reverse Transfer (Call Pick-Up)	37	4	
Ring Intercom Always – On/Off	35	377	

Feature	Page	Code	New Code
Ring Tone Selection	15	398	
Station Monitor	60	321	
Station Speed Dial	30	382	
Station Speed Dial – Programming	30	383	
Steal Call	60	387	
System Forward – Off	38	353	
System Forward – On	38	352	
System Forward – On/Off	38	354	
System Speed Dial	30	381	
Switch Keymap	24	399	
Transfer To Hold	36	346	
Transfer To Ring	36	345	
View Programmable Button Assignments	23	396	

Viewing Button Assignments

You can view programmable button (key) feature assignments.

To view button assignments:

1. With the handset on-hook, dial **396**. PRESS THE KEY TO REVIEW appears.
2. Press any of the feature buttons to display the assignment.
3. Press **#** or (Speaker) to exit.

Resetting Programmable Buttons

You can reset all buttons (keys) that you have programmed to the default assignments. Resetting the programmable buttons does not reset button assignments programmed by the system administrator.

To reset the feature buttons to the default values:

With the handset on-hook, dial **395**. FEATURE KEYS DEFAULTED appears.

Resetting the IP Phone to the Default Settings

Resetting the IP phone to the default settings does the following:

- Returns all volume settings to the default levels. See “Changing Volume Levels” on page 15.
- Cancels Background Music. See “Listening to Background Music” on page 16.
- Cancels Callback (queue) requests. See “Requesting a Callback (Queuing the Phone)” on page 28.
- Restores Handsfree Mode. “Using Handsfree Mode” on page 35.
- Cancels Manual Call Forwarding. See “Manual Call Forwarding” on page 38.
- Cancels System Forwarding. See “System Forwarding” on page 38.
- Cancels Do-Not-Disturb (DND). See “Using Do-Not-Disturb (DND)” on page 53.
- Restores Page settings. See “Paging Other System Users” on page 55.
- Resets hunt group calls. See “Hunt Groups” on page 57.

To reset your IP phone to the default settings:

Dial **394**. STATION DEFAULTED appears.

Switching Keymaps

Keymaps are the default button assignments on your IP phone. Your system may have programmed an alternate keymap, allowing you to switch between keymap assignments. Contact your system administrator for more information.

To switch between keymaps when your IP phone is idle:

With the handset on-hook, dial **399**. The display shows either ALTERNATE (or) STANDARD KEYMAP IS ACTIVE.

To switch between keymaps during a call:

Press ⊗ (Special), and then dial **399**.

Activating Door Relay

If the Activate Door Relay feature is enabled, you can unlock a door (i.e., “buzz” it open) through your IP phone.

You can enter the Activate Door Relay feature code while idle or while on a call. This allows you to activate the feature while talking to a communications device mounted at the door without first having to hang up. When activated while on a call, the feature will not affect the call in progress other than to show a short confirmation on the display.

You can add the Activate Door Relay feature to a phone keymap button, just like any other station feature.

To unlock a door:

While idle or while on a call, dial **332**. The door is unlocked.

Answering and Placing Calls

The following instructions describe how to answer and place internal and external calls and how to use related features.

NOTE By default, internal (intercom) calls are assigned to the **IC** button, and external calls are assigned to the **Call** buttons.

Answering Calls

Your IP phone may be preset to automatically answer incoming internal calls in Handsfree Mode. To disable Handsfree Mode, see "Using Handsfree Mode" on page 35. After disabling Handsfree Mode, you can use your handset or headset to answer incoming calls.

To answer a call:

Lift the handset, or press (Speaker) to answer a call while using a headset or to answer a call in Handsfree Mode. See "Using Handsfree Mode" on page 35.

If you are currently on a call, press the flashing **IC** or **Call** button to answer a waiting call. See "Answering Waiting Calls" below.

Answering Waiting Calls

If you receive a call while you are on another call, you hear a "call waiting" tone, the **IC** or **Call** button flashes, and the display shows the Caller ID information (if available).

To answer a waiting call:

Press the flashing **IC** or **Call** button. This action hangs up on the connected call and connects you to the waiting call. You can also place the first call on hold before you answer the waiting call. See "Placing Calls On Hold" on page 36.

Using Automatic Call Access

Automatic Call Access connects you to incoming internal or external calls when you pick up the handset or press (Speaker). When Automatic Call Access is turned off, you must press the flashing **IC** or Call button to answer incoming calls.

To use Automatic Call Access for incoming IC calls:

With the handset on-hook, dial **361** to turn on (or off). AUTO IC ACCESS ON (or OFF) appears.

To use Automatic Call Access for incoming external (trunk) calls:

With the handset on-hook, dial **360** to turn on or off. AUTO TRNK ACCESS ON (or OFF) appears.

Redirecting Calls

You can redirect incoming calls to another extension or external number.

To redirect calls:

1. While a call is ringing, dial **331**.
2. Enter the extension number, or press the **Outgoing** button or enter the Outgoing Call access code (**8**), and then enter the external number. The call is forwarded to the number entered.

Using Automatic Trunk Answer

You can use Automatic Trunk Answer to answer incoming external calls for other internal parties who are members of an “Answer Access” list. Your system administrator creates Answer Access lists. Contact your system administrator for Answer Access list extensions.[1]

Automatic Trunk Answer answers calls in the order they are received (that is, the first call received by any extension in the Answer Access list is the first one answered).

To use Automatic Trunk Answer:

1. While an incoming external call is ringing at another Answer Access list extension, lift the handset or press (Speaker).
2. Dial **350** or press the flashing **Trunk** <*number*> button.

1. This feature may or may not be enabled for your system.

Placing Calls

The following instructions describe how to place calls and related features.

Placing Emergency Calls

WARNING

Contact your system administrator and your local Mitel provider for important information about dialing emergency services before using your IP phone.

When dialing an emergency number (911 U.S. or 999/112 Europe), you do ***not*** have to press the **Outgoing** button or enter the Outgoing Call access code (**8** is the default code). The system automatically places emergency calls immediately after you dial the number, even if you do not select an outside line.

Placing Emergency Calls using the LIM Line

Emergency Number dialing should only be performed by picking up the handset and selecting the Analog Line key you have programmed. If Privacy Mode is enabled and the Analog Line key local line is busy, dialing will not occur on the LIM line. Emergency dialing using an IP connection may not be supported due to system configuration and country location. For more information, contact your System Administrator. For details about LIM, see “Using the Line Interface Module (LIM)” on page 10.

To make an Emergency Call using the Line Interface Module line:

1. Lift the handset.
2. Press the **Analog Line** key that you have programmed. ANALOG CALL appears.
3. Dial your local emergency number.

To make an Emergency Call using the Line Interface Module line, when the IP connection has failed:

1. Lift the handset.
2. Press the **Analog Line** key that you have programmed. IP FAIL: ANALOG CALL appears.
3. Dial your local emergency number.

Placing Internal Calls

Internal calls are calls placed to other extensions in the system. Internal calls are assigned to the Intercom (IC) button on your IP phone. Contact your system administrator for a list of extension numbers.

To place an internal call:

With or without the handset lifted, dial the extension number. If you enter incorrect digits, you can press (Hold) to move the cursor backward, deleting the last digits entered.

If you are using Handsfree Mode, speak after you hear a double tone.

If there is no answer or if the extension is busy, you can do the following:

- Request a callback (queue). See "Requesting a Callback (Queuing the Phone)" below.
- Camp-on to the busy extension. See "Using Camp-on" below.
- Leave a message. See "Leaving Messages at Other Extensions" on page 51.

Requesting a Callback (Queuing the Phone)

When you request a callback (queue the phone), the system calls you when the extension is available and places a call to the phone.

To request a callback:

If there is no answer or if the extension is busy, press (Special) followed by **6**, and then hang up. QUEUE REGISTERED FOR <*name*> appears. When the extension becomes available, your extension rings.

To cancel the callback request:

Press **6**. QUEUE REQUEST CANCELED appears.

Using Camp-on

Camp-on keeps you connected to the called extension until it becomes available. You cannot use Camp-on if the called extension is in DND, or if the call is forwarded to voice mail. See "Using Do-Not-Disturb (DND)" on page 53.

To use Camp-on:

Stay on the line and wait for the extension to become available. Do not hang up. If Camp-on is enabled, you hear Music-on-Hold while you are waiting.

Placing External Calls

The following sections describe features used when placing external calls.

To place an external call:

1. Press the **Outgoing** button, an unlit **Call** button, or enter the Outgoing Call access code (**8** is the default code).
2. Dial the number.

NOTES

If you cannot place an external call because all outgoing lines are busy, you can request a callback, which prompts the system to contact you when a line becomes available. See “Requesting a Callback (Queuing the Phone)” on page 28.

If you are prompted for an account code (indicated by a single beep), you must enter an account code before you can place your call. See “Using Account Codes” on page 33.

Depending on system configuration, you may also be able to use one of the following methods to select an outgoing line:

- Enter the Select Line Group feature code. The default codes are 92001 to 92208.
- Enter the Automatic Route Selection (ARS) feature code. The default code is 92000.

Contact your system administrator for more information about using Select Line Group or ARS access codes.

Redialing a Number

You can quickly redial the last *external* number dialed. You cannot redial extension numbers.

To use Redial:

With or without the handset lifted, press **REDIAL**. The system automatically selects a line and dials the number.

Using Speed Dial

You can use speed dial to quickly dial stored phone numbers. Speed-dial numbers are either stored in the system (System Speed Dial), or in your IP phone (Station Speed Dial).

Using System Speed Dial

Your system administrator assigns System Speed-Dial location numbers, which are available to anyone in the system. Contact your system administrator for more information.

To view or dial System Speed-Dial numbers:

1. Dial **381**. REVIEW SYS SPEED # <*code range*> appears.
2. Do one of the following:
   - Press ▲ (Up) or ▼ (Down) to scroll through the speed-dial locations.
   - Enter the speed-dial location (**000** to **999** or **0000** to **4999**).
3. Press **#** to dial the number.

Using Station Speed Dial

You can use Station Speed Dial to store phone numbers for your personal use. Other system users do not have access to your Station Speed-Dial numbers.

Storing Station Speed-Dial Numbers

You can store up to 10 Station Speed-Dial numbers.

To store a Station Speed-Dial number:

1. With the handset on-hook, dial **383**. PROGRAM STN SPD (0-9) OR SCROLL appears.
2. Do one of the following:
   - Press ▲ (Up) or ▼ (Down) to scroll through the speed-dial bins.
   - Enter the speed-dial bin (**0** to **9**).

   Press **#** to select the bin.
3. Enter the name of the speed-dial contact (up to 10 characters). For dialpad character descriptions, see “Using the Dialpad Buttons to Enter Characters” on page 18.
4. Press **#** to save the name.
5. Enter the extension number or external number. If you are storing an external number, enter the Outgoing Call access code (default code is **8**) before you enter the number. Do not use hyphens or colons in stored speed-dial numbers.
6. Press **#** to save the location. STN SPD BIN # <*number*> UPDATED appears.

Dialing Station Speed-Dial Numbers

To dial a Station Speed-Dial number:

Do one of the following:

- Dial **382**, and then enter the Station Speed-Dial bin (**0** to **9**). The system dials the number.
- Press ▲ (Up) or ▼ (Down) to scroll through the speed-dial bins, and then press **#** to select the location and dial the number.

NOTE	You can also use a Station Speed-Dial button assigned to the number you are dialing. See “Assigning Speed-Dial Numbers to Programmable Buttons” on page 31.

Deleting Station Speed-Dial Entries

To delete a Station Speed-Dial entry:

1. With the handset on-hook, dial **383**. PROGRAM STN SPD (0-9) OR SCROLL appears.
2. Do one of the following:
   - Press ▲ (Up) or ▼ (Down) to scroll through the speed-dial bins.
   - Enter the speed-dial bin (**0** to **9**).
3. Press **#** to select the bin.
4. Press (Hold) repeatedly until the name is erased, and then press **#** to continue.
5. Press (Hold) repeatedly until the number is erased, and then press **#**. STN SPD BIN # <*number*> UPDATED appears.

Assigning Speed-Dial Numbers to Programmable Buttons

You can assign Station or System Speed-Dial numbers to your programmable buttons.

NOTE	Before or after assigning the speed-dial number to a programmable button, make sure the speed-dial number has either a Station Speed Dial bin or System Speed Dial location assigned to it. For System Speed Dial numbers, numbers are pre-assigned to the System Speed Dial locations (000 to 999 or 0000 to 4999) by your system administrator. Therefore, you just need to choose a System Speed Dial location that you want to use (see “Using System Speed Dial” on page 30 for details). For Station Speed Dial numbers, you must manually store numbers in the Station Speed Dial bins (0 to 9). See “Storing Station Speed-Dial Numbers” on page 30.

To program a Station Speed-Dial button:

1. With the handset on-hook, dial **397**. PRESS THE BUTTON TO PROGRAM appears.
2. Press the feature button that you want to program as a speed-dial button.
3. Dial **382**.
4. Do one of the following:
   - Press ▲ (Up) or ▼ (Down) to scroll through the speed-dial bin.
   - Enter the speed-dial bin (**0** to **9**).

To program a System Speed-Dial button:

1. With the handset on-hook, dial **397**. PRESS THE BUTTON TO PROGRAM appears.
2. Press the feature button that you want to program as a speed-dial button.
3. Dial **381**.
4. Do one of the following:
   - Press ▲ (Up) or ▼ (Down) to scroll through the speed-dial location.
   - Enter the speed-dial location (**000** to **999** or **0000** to **4999**).

Using the Directory

You can use the Directory to find internal or external contacts or find and activate system features. The directory uses Intelligent Directory Search (IDS), which is similar to the “text on 9 keys” (T9) predictive search feature used for mobile phones. The Directory has the following three subdirectories:

- **Intercom**: Find and dial internal numbers.
- **Outside**: Find and dial external numbers listed in the company directory.
- **Feature**: Find and activate system features.

When searching the directory, dialpad buttons can represent several characters, as shown in the following table. As you enter characters, the entries that best match the characters entered appear. The system connects the character sequence to possible directory matches. For example, to find the name “Jones,” dial **56637**.

Button	Characters Represented
0	0
1	1
2	2 A B C a b c Ç â ä à å ç Ä Å á
3	3 D E F d e f é ê ë è É
4	4 G H I g h i ï î ì í
5	5 J K L j k l
6	6 M N O m n o ô ö ò Ö ó ñ Ñ
7	7 Q P R S q p r s
8	8 T U V t u v ü û ù Ü ú
9	9 W X Y Z w x y z ÿ
(Up)	Scroll to next entry
(Down)	Scroll to previous entry
*	Cancel search
#	Activate selection
(Hold)	Move the cursor to the left, deleting existing characters

See page 32 for detailed instructions on using the directory.

To search for a directory name or feature:

1. Press (Directory), and then press one of the following:
   - **1** for the IC directory.
   - **2** for the Outside directory.
   - **3** for the Feature directory.
2. Press the dialpad buttons to enter (up to 20) characters. See the table on page 32 for dialpad button character descriptions.
3. Press (Up) or (Down) to scroll through the entries.

   NOTE The IC directory may display two similar entries, one without an asterisk and one with an asterisk. The entry without an asterisk is the primary extension—the entry with an asterisk is a secondary extension.

4. Press **#** while the display shows the entry to dial a number or activate a feature code.

Using Account Codes

Account codes record information for phone record reports. You may be required to enter account codes when placing calls. Contact your system administrator for more information about using account codes.

There are three types of account codes:

- **Standard account codes**: Automatically entered into the phone record report whenever you place a call.
- **Forced account codes**: Entered before you can place an outside call.
- **Optional account codes**: Entered at any time during a call.

To enter an optional account code:

1. While off-hook, press ⊗ (Special), and then dial **390**.
2. Enter the optional account code, and then press **#**.

To set an account code for all calls placed from your IP phone:

Dial **391** followed by the account code, and then press **#**. This code is used for all calls made from your IP phone until it is disabled.

To disable the code:

Dial **391**, and then press **#**. ACCOUNT CODE CLEARED appears.

Call Features

The following sections describe call-related features.

Using Handsfree Mode

You can use Handsfree Mode to activate the speakerphone.

NOTES	
	The Ring Intercom Always feature prevents calls from being answered in Handsfree Mode (see the following section).
	You cannot use Handsfree Mode if you are using a headset, or if you have more than one phone assigned to an extension number.
	The 5312 IP Phone uses half-duplex audio when using the speakerphone (both parties cannot talk at the same time).

To use Handsfree Mode:

With the handset on-hook, dial **319**. HANDSFREE MODE ON appears. Dial **319** again to turn Handsfree Mode off.

Using Ring Intercom Always

If another extension has Handsfree Mode enabled for incoming internal calls (see the previous section), you can use Ring Intercom Always to override Handsfree Mode on the extension, requiring the called party to pick up the handset to answer your call.

To override Handsfree Mode for the current call:

1. Before you enter the extension number, press **#**. RING EXTENSION NUMBER appears.
2. Dial the extension number.

To use Ring Intercom Always to always send non-handsfree calls:

With the handset on-hook, dial **377**. RING IC ALWAYS ON appears. Dial **377** again to turn Ring Intercom Always off.

Using Mute

You can use Mute to temporarily turn off your microphone, preventing the other party on the call from hearing you.

To mute or unmute the microphone:

While on a call, press (Mute). MICROPHONE MUTE ON appears. When the microphone is muted, the Mute button lamp is lit. Press (Mute) again to unmute the microphone.

Placing Calls On Hold

You can place calls on either Individual Hold or System Hold.

- **Individual Hold**: Places an internal or external call on hold at your IP phone.
- **System Hold**: Places an external call on hold in the system. You can then pick up the call from any phone that indicates a flashing Call button for the call, including the IP phone that placed it on hold.

To place a call on Individual Hold:

1. Press (Hold). ENTER EXTENSION NUMBER appears.
2. Hang up or place another call.

To place an outside call on System Hold:

1. Press ⊗ (Special), and then dial **335**. ENTER EXTENSION NUMBER appears.
2. Hang up or place another call.

To place a call on hold and answer a waiting call:

Press (Hold), and then press the flashing **IC** or **Call** button.

To return to a call that is on hold:

Press (Hold), and then lift the handset or press (Speaker). <*Caller*> WAS HOLDING appears.

Entering a Hookflash

Some telephone companies require you to enter a hookflash (a quick hang up and release) for feature access.

To enter a hookflash:

While off-hook, press ⊗ (Special), and then dial **330**.

Transferring Calls

You can transfer calls to other extensions or external numbers. You can also transfer conference calls. See “Transferring a Conference” on page 41 for more information.

Transferring Calls to Other Extensions

To transfer a call to another extension:

1. While on the call, press (Transfer), and then enter the extension number.
2. Do one of the following:
   - Wait for an answer, announce the call, and then hang up. If the extension is unavailable, press the flashing **IC** or **Call** button to return to the caller.
   - Hang up to transfer the call and disconnect the call from your IP phone.

NOTE	If your system administrator has enabled the Transfer-on-Connect Allowed feature for your IP phone, you are automatically connected to calls transferred to your extension after the transferring party hangs up. If this option is turned off, you must press an **IC** or **Call** button to answer calls transferred to your extension.

Transferring Calls to External Numbers

To transfer a call to an external number:

1. While on the call, press (Transfer).
2. Press the **Outgoing** button or the Outgoing Call access code (the default code is **8**) to select an outside line.
3. Dial the phone number.
4. Do one of the following:
   - Wait for an answer, announce the call, and then hang up. If the extension is unavailable, press the flashing **Call** button to return to the caller.
   - Hang up to transfer the call and disconnect the call from your IP phone.

Using Reverse Transfer

You can use Reverse Transfer (Call Pick Up) to answer calls that are ringing or holding at other extensions. For example, if you receive a call while you are away from your desk, you can pick up the call from another extension.

To use Reverse Transfer:

1. Lift the handset, and then press **4**. ENTER EXTENSION NUMBER appears.
2. Dial the extension or hunt group number or press a DSS/BLF key where the call is ringing or holding. The call is transferred to the IP phone you are using and you are connected to the caller.

Viewing Your System Information

If you are on a call, you can temporarily view your user information (your user name and your extension number) and the date and time.

To display your user information and the date and time:

Press ⊗ (Special), and then dial **300**.

Viewing Caller ID Information

If you are currently connected to an external caller with Caller ID, you can toggle between the caller's name and number. If the name is unavailable, CANNOT ACCESS FEATURE appears.

To show the outside party's name/number:

Press ⊗ (Special), and then dial **379**.

Forwarding Calls

You can use Manual Call Forwarding (see page 38) or System Forwarding (see page 38) to forward calls.

Manual Call Forwarding

The following table describes Manual Call Forwarding options.

Call Forward Feature	Description	Code
Call Forward All Calls	All incoming calls are forwarded.	355
Call Forward if no Answer	All incoming calls are forwarded if not answered. (The timer is set by the system administrator.)	356
Call Forward If Busy	When your IP phone is busy, all incoming calls are forwarded without ringing.	357
Call Forward If No Answer/Busy	All incoming calls are forwarded if your IP phone is busy, or if you do not answer.	358

To use Manual Call Forwarding:

1. Press the **Fwd** button, or dial the Manual Call Forwarding feature code from the table above. ENTER FORWARD DEST appears.
2. Enter the extension number, or press the **Outgoing** button and then dial the IP phone number. FWD ALL CALLS TO <*number*> appears.

To cancel a Manual Call Forwarding request:

Press the **Fwd** button, and then press (Speaker), or lift and replace the handset. ANY CALL FORWARD CANCELED appears.

NOTE If the Configuration Assistant feature is enabled for your system, you can access a voice guided configuration portal that provides easy-to-use, remote access to the Call Forwarding feature. See page 45 for details.

System Forwarding

You can use System Forwarding to route calls based on the type of call and the idle or busy status of your IP phone. You cannot program the System Forward destination. You can only turn it on or off. Contact your system administrator for more information.

To turn System Forwarding on or off:

Dial **354**. SYSTEM FORWARD ON appears. Dial **354** again to turn System Forwarding off.

Using Dynamic Extension Express

When you enable Dynamic Extension Express on your IP phone, your incoming calls are automatically routed to one or more preprogrammed associated destinations according to the routing steps programmed for you.

Typically, your desk phone is configured to be your main extension. You may be programmed for up to five associated destinations including:

- softphone
- home IP phone
- voice mail
- mobile phone
- home phone

Your desk phone, softphone, home IP phone and voice mail extensions are already programmed in the system, so your system administrator can easily include them in your routing steps. To include your mobile and home phone numbers in your routing steps, you will need to provide these numbers to your system administrator.

Dynamic Extension Express also includes the Handoff feature, which includes the following functions:

- **Push**: The Handoff “push” function allows you to move an active call from your main extension, typically your desk phone, to an associated destination without disconnecting audio. The push function is useful if you are leaving the work area, but want to remain connected to an active call. The push function rings all associated destinations (except voice mail) and you select which device to use to answer the call. When you answer the call, you are immediately connected to the other parties at the new destination. When the call is switching over to the new destination, there may be a momentary break in audio, which may be noticeable to the other parties on the call.
- **Pull**: The Handoff “pull” function allows you to pull a call that was previously routed to your mobile or home phone back to the main extension. The pull function is useful if you answer a call on your mobile phone and then return to your desk. After you pull a call back to the main extension, the call is connected immediately and you can then access system features such as conference, hold, and transfer.

NOTE	The Handoff feature is only supported on your main extension, typically your desk phone. However, if you share a desk phone with one or more coworkers and your main extension is a phantom extension, you cannot use the Handoff feature.

Dynamic Extension Express includes the following feature codes:

- Dynamic Extension Express On: **363**
- Dynamic Extension Express Off: **362**
- Dynamic Extension Express On/Off: **364**
- Dynamic Extension Express – Handoff (push and pull): **388**

The following call types do not follow Dynamic Extension Express:

- Hunt group calls
- Hunt group announcement/overflow calls
- Transfer recalls, Hold recalls, Conference recalls, and Attendant recalls

NOTE	A recall occurs when a feature cannot be completed or the feature times out, and the call returns to the originating extension. For example, a holding call will recall the extension where it was placed on hold when the hold timer expires.

When you enable Dynamic Extension Express, your incoming calls are routed as specified by the routing type programmed for you by your system administrator. The table below provides descriptions for the default routing types.

Routing Type	Description
Mobile Twinning	Calls simultaneously ring your desk phone and mobile phone, before going to voice mail.
Delayed Mobile Twinning	Calls ring your desk phone first, and then ring both your desk phone and mobile phone, before going to voice mail.

Check with your system administrator to see which routing type has been programmed for you. Your administrator can modify these routing types by adding or removing routing steps, adding or removing destinations, and changing the ring timers, if required.

To ensure that calls are routed correctly to your mobile and home phones, inform your system administrator if either of these phone numbers change.

To enable Dynamic Extension Express:

Dial **363** or **364.** PERSONAL ROUTING ON appears on the display.

To disable Dynamic Extension Express:

Dial **362** or **364.** PERSONAL ROUTING OFF appears on the display.

To answer a call routed to your mobile or home phone:

1. Answer the call when it rings your IP phone. After you speak, the Dynamic Extension Express prompt is played.
2. Do one of the following:
   - Press # to accept the call.

     NOTE You do not need to wait for the prompt to accept the call. You can accept the call immediately by pressing the # button.

   - Press * to send the call to the voice mailbox associated with your main extension (not your mobile phone or home phone voice mailbox). If you do not have a voice mailbox, the “Press *...” prompt is not played and the call is routed to your main extension.

   If you hang up, the call continues to follow your programmed routing steps.

To use the Dynamic Extension Express – Handoff “push” feature:

1. While on an active call at your IP phone, press ⊗ (Special), and then dial **388**. HANDOFF IN PROGRESS appears on the display and the call rings all of your associated destinations (except voice mail).
2. Press **#** to accept and answer the call at your mobile or home phone.

To use the Dynamic Extension Express – Handoff “pull” feature:

While on an active call on an associated destination device, dial **388**. A confirmation tone is played and the call is pulled back to your IP phone.

NOTE If you enter the handoff feature code (388) and the display shows NO CALL TO HANDOFF, the call cannot be handed off (see page 65).

To cancel the Dynamic Extension Express – Handoff feature:

While the handoff is in-progress, press ⊗ (Special), and then dial **388**. HANDOFF CANCELLED appears on the display for your main extension.

Placing Conference Calls

You can place a conference call with up to three internal or external parties (for a total of four parties, including yourself).

To place a conference call:

1. While on the first call, press the **Conf** button to place the call on hold. CALL NEXT PARTY TO CNF appears.
2. Place a call to the next conference party (for external calls, press the **Outgoing** button or the Outgoing Call access code [**8** is the default code], and then dial the number).
3. After the party answers, announce the conference, and then press the **Conf** button to place the call on hold. If necessary, repeat this step to add the remaining conference party.
4. Press the **Conf** button again to start the conference. CNF IN PROGRESS appears.

Adding a Conference Party

You can add a conference party during the conference.

To add a conference party:

1. Press the **Conf** button. This leaves the conference parties connected.
2. Place a call to the party to be added to the conference, and then announce the conference. Press the **Conf** button (twice) to add the party and rejoin the conference.

Transferring a Conference

You can transfer an existing conference to another extension.

To transfer a conference:

1. During the conference, press (Transfer), and then dial the extension number.
2. Announce the conference (if desired), and then hang up. CONFERENCE TFR from <*name*> appears on the called party's display. The party must then press the flashing **Conf** button to connect to the conference.

Dropping Out of a Conference

You can drop out of a conference and return to the conference later.

To drop out of a conference:

Press the **Conf** button or (Hold), and then hang up. ENTER EXTENSION NUMBER appears. This removes you from the conference but leaves the other parties connected.

To return to the conference:

Press the flashing **Call** button. CONFERENCE WAS HOLDING appears, and you are reconnected to the conference.

Ending a Conference and Placing all Parties on Hold

You can end a conference and place all conference parties on Individual Hold, allowing you to toggle between the held parties and speak to one party at a time.

To end a conference and place all parties on Individual Hold:

Press the **Conf** button, and then press (Hold). CONFERENCE PARTIES ON HOLD appears.

To toggle between the held callers:

Press (Hold) twice for internal parties or the applicable **Call** button for external parties.

Using Record-A-Call

You can use Record-A-Call to record an ongoing call as a mailbox message.[1] You can then retrieve the message from your voice mailbox. The Record-A-Call feature stays active after the other party hangs up, so you can add to the recorded call with your own message.

NOTE Record-A-Call is not supported on peer-to-peer (P2P) calls. Contact your system administrator for more information.

To use Record-A-Call:

1. While on a call, press ⊗ (Special), and then dial **385**. REQUESTING RECORD-A-CALL appears.
2. Enter the voice mailbox number where you want the recording to be saved. RECORD-A-CALL IN PROGRESS appears, and both you and the calling party hear a confirmation tone (if enabled).

NOTE If your system administrator assigns the Record-a-Call voice mailbox destination, you do not need to enter the voice mailbox number.

To stop Record-A-Call:

Do one of the following:

- Press ⊗ (Special), and then dial **385**.
- Hang up.

Using Group Listen

You can use Group Listen to activate the speaker while you use the handset or headset to continue speaking. This allows other people to hear the other party on the call while the other party can only hear you (through the handset microphone). You cannot use Group Listen in Handsfree Mode.

To use Group Listen:

While on a call, press ⊗ (Special), and then dial **312**. GROUP LISTEN ON appears, and you hear a confirmation tone. The other party does not hear the confirmation tone. Dial **312** again to turn Group Listen off.

1. This feature may or may not be enabled for your system.

Using Call Logging

Your call logs are records of your most recent missed, received, and dialed calls. A maximum of 20 entries are stored in each call log.[2]

You can use Call Logging to:

- View recent call activity.
- View caller ID information.
- Return or redial calls.

To use Call Logging:

1. Dial **333**.
2. Select one of the following options:
   - Press **1** (MISS).
   - Press **2** (RCV).
   - Press **3** (DL).
   - Press **4** (CLR).
3. Press ^ (Up) or v (Down) to scroll through the entries.

   The display shows the party's name and the extension or outside number (if available) and the date and time.

   If no Caller ID information is available, UNKNOWN CALLER appears.

To return a call or redial a number listed in a call log:

Press **#** while the display shows the number.

To delete individual call log entries:

Press **0** to delete the displayed entry.

2. This feature may or may not be enabled for your system.

Using Secondary Extension Buttons

.Secondary Extension buttons must be programmed by your system administrator. You can use programmable buttons as “secondary extensions.” Secondary Extensions are assigned to other extensions in the system (primary extensions). Because Secondary Extension buttons are programmed by the system administrator, you cannot change the buttons (for example, assign features to the buttons).

When programmed, you can use Secondary Extension buttons to:

- Place an internal call to the primary extension.
- View the call activity at the primary extension.
- Transfer calls to the primary extension.
- Answer a call that is ringing or holding on any **Call** button at the primary extension.

NOTES

The system administrator must set up the **Call** buttons for internal calls or you cannot use Secondary Extensions at the primary extension.

You can use Secondary Extension buttons to notify you when a given number of calls are waiting at the primary extension.

If a Secondary Extension button is flashing (the primary extension has an incoming call), you can press **#** before pressing the flashing Secondary Extension button to call the primary extension and not answer the incoming call.

Using Configuration Assistant

If Configuration Assistant is enabled for your system, you can access this voice guided configuration portal that provides easy-to-use, remote access to the following phone configuration options:

- Dynamic Extension Express (see below)
- DND (see page 46)
- Manual Call Forwarding (see page 47)

NOTE You need a Configuration Assistant extension number to use this feature. Contact your system administrator for more information.

Changing Your Station Password

Before using Configuration Assistant, Mitel recommends that you change your default Station password to something more secure.

To change your Station password:

1. Dial **392**. ENTER PASSWORD appears.
2. Enter your current password (the default password is your extension number), followed by **#**. CHANGE PASSWORD TO appears.
3. Enter the new password followed by **#**. VERIFY PASSWORD appears.
4. Enter the new password again followed by **#**. DATABASE UPDATED appears.

To change the password from another phone, see “Changing Your Station Password” on page 50.

Accessing Configuration Assistant

Follow the instructions below to access Configuration Assistant.

To access Configuration Assistant:

1. Access the Configuration Assistant extension number from inside or outside the system by:
   - dialing it from any phone in the system.
   - being transferred to it.
   - dialing it from automated attendant, voice mail, or DISA.
2. Do one of the following:
   - If calling from your main desktop phone, proceed to step 3.
   - If calling from someone else’s main desktop phone that is designated as a Configuration Assistant user, press the Star button (*), and then enter your extension number.
   - If calling from a phone that is not designated as a Configuration Assistant user, enter your extension number.
   - If transferred to Configuration Assistant or if calling Configuration Assistant from outside the system, enter your extension number.
3. Enter your Station password, and then press **#**.

You may now change the settings for any of the following features:

- Dynamic Extension Express (see page 46)
- DND (see page 46)
- Manual Call Forwarding (see page 47)

Changing the Dynamic Extension Express Settings

NOTE This feature is available only if the authenticated extension is identified as a Dynamic Extension Express (DEE) user. See “Using Dynamic Extension Express” on page 39 for more information.

To change the DDE settings using Configuration Assistant:

1. Access Configuration Assistant as described in “Accessing Configuration Assistant” on page 45.
2. Follow the voice prompts to change your DEE status (on or off) or program a mobile phone number. When this option is selected, Configuration Assistant first states whether DEE is currently enabled or not (for example, “Dynamic extension is enabled”), and then offers the following DEE functions:
   - Enable (only if DEE is disabled)
   - Disable (only if DEE is enabled)
   - Program mobile phone number [you do not have to enter the Outgoing feature code (8)]
3. Hang up, or press the Star button (*) to return to the main menu.

Changing the DND Settings

See “Using Do-Not-Disturb (DND)” on page 53 for more information about using DND.

To change the DND settings using Configuration Assistant:

1. Access Configuration Assistant as described in “Accessing Configuration Assistant” on page 45.
2. Follow the voice prompts to change your DND status (on or off). There is no option to provide a specific DND status message. When this option is selected, Configuration Assistant first states whether DND is currently enabled or not (for example, “Do-Not-Disturb is currently disabled”), and then offers the following DND functions:
   - Enable (only if DND is disabled)
   - Disable (only if DND is enabled)
3. Hang up, or press the Star button (*) to return to the main menu.

Changing the Manual Call Forwarding Settings

See “Manual Call Forwarding” on page 38 for more information about Manual Call Forwarding.

To change the Manual Call Forwarding settings using Configuration Assistant:

1. Access Configuration Assistant as described in “Accessing Configuration Assistant” on page 45.
2. Follow the voice prompts to change your manual call forwarding status (on or off). There is no option to provide a specific call forwarding condition, such as no answer or busy. When this option is selected, Configuration Assistant first states whether call forwarding is currently enabled or not (for example, “Call Forwarding is enabled”) and then offers the following forwarding functions:
   - Forward calls to voice mail
   - Forward calls to an internal extension number
   - Forward calls to an external phone number [you do not have to enter the Outgoing feature code (8)]
   - Disable (only if Call Forwarding is enabled)
3. Hang up, or press the Star button (*) to return to the main menu.

Using Remote Programming

If the Configuration Assistant feature is enabled for your system, Mitel recommends that you use Configuration Assistant instead of the Remote Programming feature described in this section. Configuration Assistant offers an enhanced, voice guided configuration portal that provides easy-to-use, remote access to the Call Forwarding, Dynamic Extension Express, and DND features. See page 45 for using Configuration Assistant.

To use Remote Programming to access these features from another system phone or an external phone, follow the instructions in this section. [3]

NOTE	A Direct Inward System Access (DISA) number is required to use Remote Programming from an external phone. Contact your system administrator for more information.

Changing the Dynamic Extension Express Settings

See “Using Dynamic Extension Express” on page 39 for more information about Dynamic Extension Express.

To enable Dynamic Extension Express using Remote Programming:

1. Do one of the following:
   - Call your DISA number (provided by the system administrator). If necessary, enter your DISA password.
   - Use any phone on the system.
2. Dial **359**.
3. Enter your extension number.
4. Enter your Station password followed by **#**. See page 45 for details on setting up a Station password for your extension.
5. Dial **363** (Dynamic Extension Express On).

To disable Dynamic Extension Express using Remote Programming:

Follow steps 1. - 4. above, dial **362** (Dynamic Extension Express Off), and then hang up.

3. This feature may or may not be enabled for your system.

Changing the DND Settings

See “Using Do-Not-Disturb (DND)” on page 53 for more information about using DND.

To turn on DND using Remote Programming:

1. Do one of the following:
   - Call your DISA number (provided by your system administrator). If necessary, enter your (DISA) password.
   - Use any phone on the system.
2. Dial **359**.
3. Enter your extension number.
4. Enter your Station password followed by **#**. See page 45 for details on setting up a Station password for your extension.
5. Dial **370**.
6. Enter the DND message number (01 to 20), and then enter the second-line message text (if applicable).

To turn off DND using Remote Programming:

Follow steps 1. through 4. above, and then dial **371**.

Changing the Manual Call Forwarding Settings

See “Manual Call Forwarding” on page 38 for more information about Manual Call Forwarding.

To turn on Manual Call Forwarding using Remote Programming:

1. Do one of the following:
   - Call your DISA number (provided by your system administrator). If necessary, enter your (DISA) password.
   - Use any phone on the system.
2. Dial **359**.
3. Enter your extension number.
4. Enter your Station password followed by **#**. See page 45 for details on setting up a Station password for your extension.
5. Dial one of the following Call Forwarding feature codes:
   - **355** (All)
   - **356** (No answer)
   - **357** (Busy)
   - **358** (No Answer/Busy)
6. Enter either an extension number or (8) followed by a phone number.

To turn off Call Forwarding using Remote Programming:

Dial **355**, and then hang up.

Changing Your Station Password

You can use Remote Programming to change the Station password. See page 45 for details on setting up a Station password for your extension.

To change the Station password using Remote Programming:

1. Do one of the following:
   - Call your DISA number (provided by your system administrator). If necessary, enter your DISA password.
   - Use any phone on the system.
2. Dial **359**.
3. Enter your extension number.
4. Enter your password followed by **#**.
5. Dial **392**.
6. Enter the new password followed by **#**.
7. Enter the new password again followed by **#**.

Messages

This section describes the following system messaging features:

- **Inter-station messages**: Inter-station messages are alerts sent to your IP phone by other internal parties, notifying you to contact the party who left the message. The (Message) button and Message/Ring Indicator flash to notify you of the new message. You can then either delete the message or reply to the message, which automatically places a call to the party who left the message.
- **Do-Not-Disturb (DND) messages**: Messages that other internal parties see when your IP phone is in DND. See “Using Do-Not-Disturb (DND)” on page 53.
- **Reminder messages**: Messages that you can use to notify yourself of upcoming appointments, meetings, and so on. See “Using Reminder Messages” on page 54.
- **Pages**: Announcements sent over phone speakers or external speakers. See “Paging Other System Users” on page 55.
- **Voice messages**: System voice mail messages.

NOTE	Because a variety of voice mail products work with the 5000 CP, this guide does not include voice mail instructions. For voice mail instructions, refer to the voice mail user guide for your system. For example, refer to the *Enterprise Messaging, Basic Voice Mail, and Embedded Voice Mail Card User Guide,* part number 835.3205, or the *Mitel NuPoint Unified Messaging User Guide*on the Mitel Web site (http://edocs.mitel.com). Contact your system administrator for more information about your voice mail system.

Leaving Messages at Other Extensions

You can leave inter-station or voice messages for other internal parties.

To leave an inter-station or voice message for a busy IC extension:

1. Press (Message). HANG UP OR WAIT FOR MSG CENTER appears.
2. Do one of the following:
   - Hang up to leave an inter-station message. MESSAGE LEFT FOR <*name*> appears.
   - Stay on the line to connect to the message center (usually voice mail).

To leave an inter-station message without placing an internal call:

1. Dial **367** (Leave Message). LEAVE MESSAGE ON EXTENSION appears.
2. Enter the extension number. MESSAGE LEFT FOR <*name*> appears.

Viewing and Responding to Messages

When you have waiting messages, the (Message) button and Message/Ring Indicator flash and the display shows the number of waiting messages.

NOTE If your handset or speakerphone is off-hook when you view a inter-station message, you automatically call the party who left the message.

The display shows new messages as follows:

- Inter-station messages sent by other internal parties are indicated by the party's programmed user name.
- Voice messages are indicated by FROM MBOX <*your extension number*>.

To view or respond to messages:

1. With the handset on-hook, press (Message). Messages are displayed as first in/first out. If there is more than one message, you can repeatedly press (Message) to scroll through the messages.
2. When the desired message is displayed, press #, or lift the handset for privacy, and then press **#** to respond. (If your handset is off-hook and you press (Message), you automatically place a call to the party or message center who left the message.)

Canceling Messages Left at Other Extensions

You can cancel messages left at other extensions.

To cancel a message left at another extension:

1. Dial **366**. CANCEL MESSAGE ON EXT # appears.
2. Enter the extension number where you left the message. MESSAGE CANCELED FOR <*name*> appears.

Deleting Waiting Inter-Station Messages

You can delete waiting inter-station messages.

NOTE To delete waiting voice messages, you must connect to your voice mailbox.

To delete waiting inter-station messages:

1. Press (Message). MSG <*message information*> appears.
2. Press * to delete the displayed message.

Using Do-Not-Disturb (DND)

You can use DND to stop calls and pages to your extension. When activated, internal calling parties see your selected DND message. DND does not block queue callbacks, recalls, and incoming external calls. The following table shows the 20 default DND messages. If your system administrator changes your DND messages, you can record the new messages in the "New Message" column for reference.

Code	Default Message	New Message	Code	Default Message	New Message
01	Do-Not-Disturb		11	Out of Town 'Til	
02	Leave a Message		12	Out of Office	
03	In Meeting Until		13	Out Until	
04	In Meeting		14	With a Client	
05	On Vacation/ Holiday 'Til		15	With a Guest	
06	On Vacation/ Holiday		16	Unavailable	
07	Call Me At		17	In Conference	
08	At the Doctor		18	Away from Desk	
09	On a Trip		19	Gone Home	
10	On Break		20	Out to Lunch	

You can enter a second line of text (up to 20 characters) for DND messages. For example, if you select IN MEETING UNTIL, you can enter "3:30" on the second line. When other internal parties try to call you, their displays show "IN MEETING UNTIL 3:30."

To turn on DND:

1. Press the **DND** button. SELECT DND MSG # (01-20) appears.
2. Do one of the following:
   - Press ^ (Up) or v (Down) to scroll through the messages.
   - Enter the two-digit number for the DND message from the preceding table.
3. If applicable, enter the additional text for the DND description, if applicable. See "Using the Dialpad Buttons to Enter Characters" on page 17 for dialpad character descriptions.
4. Press (Speaker) or lift and replace the handset.

To turn off DND:

Press the DND button. DO-NOT-DISTURB OFF appears.

Using Reminder Messages

You can use Reminder messages to alert you at a selected time, up to 24 hours in advance. At the selected time, the Reminder message signals you with eight short tones and your display shows the message, even if you are on a call.

The following table shows the 20 default Reminder messages. If your system administrator changes your Reminder messages, you can record the new messages in the "New Message" column for reference.

Code	Default Message	New Message	Code	Default Message	New Message
01	Meeting		11	Call Engineering	
02	Staff Meeting		12	Call Marketing	
03	Sales Meeting		13	Call Accounting	
04	Cancel Meeting		14	Cancel DND	
05	Appointment		15	Cancel Call Fwd	
06	Place Call		16	Take Medication	
07	Call Client		17	Make Reservation	
08	Call Customer		18	Review Schedule	
09	Call Home		19	Lunch	
10	Call Corporate		20	Reminder	

To set a Reminder message:

1. With the handset on-hook, dial **305**. SELECT REMINDER MESSAGE # (01-20) appears.
2. Do one of the following:
   - Enter the two-digit number for the message from the table above.
   - Press ▲ (Up) or ▼ (Down) to scroll through the messages.
3. Press # to select the message.
4. Enter the time you wish to receive the message in hours and minutes (for example, **0900** or **900** for **9:00**). Then press **#**. The display shows the Reminder message state.

   If your system is set for 24-hour format, enter the applicable time (1400 = 2:00 P.M.).

   If your system is set for 12-hour display format, press **1** for A.M. or **2** for P.M.

To cancel all Reminder message requests:

With the handset on-hook, dial **306**. REMINDER MSGS CANCELED appears.

To clear a received Reminder message:

With the handset on-hook, press *.

Paging Other System Users

You can place page announcements through phone speakers or external speakers (if applicable). Your system may use page zones to prevent announcements from transmitting through every phone in the system. Each page zone contains a different combination of extensions and external paging equipment.

Contact your system administrator for page zone information. You can use the following table to save the page zone information for future reference.

Page Zone Name	Number	Description

Placing a Page Announcement

The following instructions describe how to place a page announcement.

To place a page announcement:

1. Press **7**.
2. Enter the page-zone number (**0** to **9**).
3. Wait for the tone, make your announcement, and then hang up.

Enabling or Disabling the Paging Feature

You can enable or disable the Page feature for your extension. If your extension is assigned to more than one page zone, the Page on/off feature code enables or disables your extension for all pages zone (you cannot select individual zones).

To enable or disable paging for your IP phone:

Dial **325** to enable paging. PAGE RECEIVE ON appears. Dial **325** again to disable paging.

Hunt Groups

Hunt groups are groups of internal parties (agents) who share a common (hunt group) extension number. Calls can either be placed to the hunt group (using the hunt group extension number) or to a specific agent (using the agent's extension number). Hunt groups are programmed by the system administrator.

Hunt groups types are either "UCD" or "ACD."

- **UCD Hunt Groups**: Uniform Call Distribution (UCD) agents do not log in to the hunt group to receive calls.
- **ACD Hunt Groups**: Automatic Call Distribution (ACD) agents log in to the ACD hunt group to receive calls. Calls are distributed by either Agent IDs or extensions:
  - *Agent IDs*: Each agent is assigned an Agent ID number for logging in to the hunt group (see the next section). Hunt group calls are distributed to logged-in agents according to their Agent ID number instead of their extension number. Agents can log in to any ACD hunt group phone.
  - *Extensions*: Hunt group members do not use Agent IDs, and calls are distributed to phones where the agents are logged in.

Logging in to ACD Hunt Groups

You must log in to an ACD hunt group to receive hunt group calls. To stop calls, you either log out of the ACD hunt group or divert calls. See "Diverting Hunt Group Calls" on page 59.

NOTES	Only one agent can be logged in to a phone. If the ACD Agent ID Automatic Connect option is enabled for your hunt group and you are using a headset, you are automatically connected to waiting calls when you log in. The first call you receive after you log in rings until you answer it; however, you are automatically connected to subsequent calls.

To log in to or out of all ACD hunt groups in which you are a member:

Dial **328** to log in to ACD hunt groups followed by your Agent ID, if necessary. AGENT LOGGED INTO ALL ACDS appears. Dial **328** again to log out of all ACD hunt groups.

To log in to one or more ACD hunt groups:

1. Dial **326**. The display shows AGENT LOGIN ACD HG #.
2. Do one of the following:
   - Enter the ACD hunt group number.
   - Press **#** to log in to all of your ACD hunt groups.

   The display shows AGENT LOGIN AGENT ID.
3. Enter your Agent ID (if applicable), or press **#** if you do not have an agent ID. The display shows the log in status for one or all hunt groups.

Logging out of ACD Hunt Groups

You can log out of all ACD hunt groups at once or log out of each hunt group one at a time.

To log out of one or more ACD hunt group:

Do one of the following:

- Dial **328** to log out of all of your ACD hunt groups. The display shows AGENT LOGGED OUT OF ALL ACDS.
- Dial **327** to log out of one hunt group at a time.

  If you were logged in to only one hunt group, the display shows AGENT LOGGED OUT OF HUNT GROUP *<number>*.

  If you were logged in to more than one hunt group, the display shows AGENT LOGOUT HG #. Enter the extension number of the ACD hunt group.

Stopping the ACD Hunt Group Wrap-up Timer

Each time you end an ACD hunt group call, a wrap-up timer starts. The default wrap-up time is 15 seconds. Your system administrator can change the wrap-up timer settings.

Until this timer expires, you will not receive another hunt group call; however, you can stop the wrap-up timer to allow calls to your extension.

To stop the wrap-up timer:

With the handset on-hook, dial **329**. The display shows ACD WRAP-UP TERMINATED.

Other Hunt Group Features

The following features can be used by ACD or UCD hunt groups.

Requesting Agent Help

You can use Agent Help to request help from a designated “Agent Help Extension” (usually your supervisor) during a call. When your request call rings at the Agent Help Extension, the supervisor can join the call or reject the request.

NOTE Agent Help is not supported on peer-to-peer (P2P) calls. Contact your system administrator for more information.

To use Agent Help:

1. While you are on a hunt group call, press ⊗ (Special), and then dial **375**.

   If you hear repeating tones, one of the following has occurred:

   - The feature is not available at your IP phone.
   - You already have four parties in your call.
   - Not enough system circuits are currently available.
   - The Agent Help Extension is in DND.

   NOTE
   If you hear repeating tones, one of the following has occurred:
   - The feature is not available at your IP phone.
   - You already have four parties in your call.
   - Not enough system circuits are currently available.
   - The Agent Help Extension is in DND.

2. If not preprogrammed, dial the Agent Help extension number.

   If the Agent Help Extension accepts the call, AGENT HELP IN PROGRESS appears.

   If the Agent Help Extension rejects the call, AGENT HELP REJECTED appears.

Diverting Hunt Group Calls

You can temporarily divert hunt group calls, preventing hunt group calls to your extension.

To divert hunt group calls:

Dial **324** to divert calls. The display shows the feature state DIVERT HUNT GROUP CALLS. Dial **324** again to program your IP phone to accept calls.

Hunt Group Supervisor Features

The following features can be used by hunt group supervisors only.

Accepting or Rejecting Agent Help Calls

Supervisors can accept or reject Agent Help calls.

To accept an Agent Help request:

Answer as usual. Your microphone is automatically muted.

To reject an Agent Help request:

Dial **376**. AGENT HELP REJECTED appears.

Monitoring Calls

You can use Station Monitor to connect to a hunt-group call and hear both parties, but you cannot be heard by either one. inter-station Monitor stops if the hunt group member terminates or transfers the call. You can barge-in or “steal” monitored calls, as described in the following sections. You can also record the call. See “Using Record-A-Call” on page 42 for more information about recording calls.

NOTE Station Monitor is not supported on peer-to-peer (P2P) calls. Contact your system administrator for more information.

To use Station Monitor:

Dial **321**, and then enter the extension number. MONITORING EXT <*number*> appears. Monitored hunt group members may hear an “activation tone” when the feature is activated.

Stealing Hunt Group Calls

While monitoring a hunt group call, you can “steal” the call from the hunt group member, which disconnects the call from the agent and transfers the call to your extension.

To steal a hunt group call:

Dial **387**. CALL STOLEN FROM EXT <*number*> appears.

Using Barge-In

While monitoring a hunt group call, you can use Barge-In to join the call.

To monitor and/or barge in on a call:

1. **To use the speakerphone:** While on hook, dial **321**. You hear a confirmation tone. ENTER EXT TO MONITOR appears.

   To use the handset: Lift the handset, and then dial **321**. You hear a confirmation tone. ENTER EXT TO MONITOR appears.

2. Dial the extension number (or press the lit station speed-dial or DSS/BLF button) of the station to be monitored. You are automatically connected to the call. MONITORING (*extension number*) appears.

3. While silent monitoring a call, you have the following options:

   - *To barge in on a call,* dial **386**. BARGE-IN IN PROGRESS appears. While on a call, you can monitor, record, or steal the call by entering the appropriate feature code.

     To return to silent monitoring of the call, dial **386** again.

     To record the call, dial **385**.

   - *To record a call,* dial **385**. MONITORING (*extension number*) appears. While on a call, you can monitor or steal the call by entering the appropriate feature code.

     To stop recording the call, dial **385** again.

   - *To steal a call,* dial **387**. CALL STOLEN FROM (*extension number*) appears. The hunt group member's display shows CALL STOLEN BY (*extension number*). After the supervisor steals the call, the call becomes a regular call. While on a call, you can record the call by dialing **385**.

   - *To join and record a call,* dial **386**, and then dial **385**. BARGE-IN IN PROGRESS appears. While on a call, the supervisor can monitor, stop recording, or steal the call by entering the appropriate feature code.

     To stop recording the call, dial **385** again.

4. **To terminate any of the features:** *If off hook*, hang up or enter the specific feature code of the feature you want to terminate. *If on hook*, press the **Speaker** button or enter the specific feature code of the feature you want to terminate.

Troubleshooting

The following sections can help you solve problems that you may be experiencing with your IP phone. Troubleshooting topics include:

- **Contact Information**: Information about system administrator contacts.
- **Error Messages**: Error messages and descriptions.
- **Troubleshooting Tips**: Possible problems and methods to solve them.

Contact Information

Your system administrator can help you with items such as changing your settings or modifying phone features. System administrator duties include:

- Adding new user accounts.
- Setting the date and time.
- Programming System Speed-Dial numbers.
- Making database changes, such as changing user names and extension numbers.

Contact your system administrator with questions that are not covered in this user guide. If you need further assistance, you can find provider information on the Mitel Web site (www.mitel.com). All sales, service, and support are coordinated at the local level.

Error Messages

The following error messages may appear when using your IP phone.

Message	Reason
CANNOT ACCESS FEATURE	The feature is enabled but other feature-related conditions were not met. Make sure that all feature-related conditions are met and retry.
CANNOT ACCESS RESERVED FEATURE	Your system does not support the feature. Contact your system administrator for more information.
INVALID FEATURE CODE	The feature code entered does not exist. Retry using the correct feature code (see page 21).
INVALID EXTENSION NUMBER	The extension number entered does not exist. Retry using a valid extension number.
NO UPDATE PERFORMED	The feature was not completed or one or more feature conditions were not met.

Troubleshooting Tips

The following table includes troubleshooting tips for phone and system features.

NOTE You can often correct problems that you may be experiencing by resetting the IP phone to the default settings. See “Resetting the IP Phone to the Default Settings” on page 24.

Problem	Possible Solution
The IP phone is not working properly.	Contact your system administrator.
I cannot use one or more of the features described in this guide.	The feature may not be enabled. Contact your system administrator for more information.
I cannot program System Speed-Dial numbers.	Your system administrator programs System Speed Dial numbers.
I cannot change the time and date on the phone display.	Your system administrator programs the time and date. Contact your system administrator if you notice that the date and time are incorrect.
I am experiencing audio problems on my phone such as echo, distorted sound, or choppiness.	Contact your system administrator if you are having audio problems.
The name on the display is incorrect.	Your system administrator assigns display names.
I cannot use the local telephone company star codes (for example, *82, *69) when I press the **Outgoing** button or use the Outgoing Call access code (**8** is the default code) when calling an external number.	Rather than pressing the **Outgoing** button or **8** to access an outside line, you must dial a Select Line Group number before you can use the star codes. For example, if your system is using the default Select Line Group numbers, dial 92001 to access that line. After you have dial tone, you can dial the star code and the number.
I cannot use the Agent Help, Record-a-Call, or Station Monitor feature.	If your system uses Peer-to-Peer (P2P) audio, you cannot use these features when you are on a P2P call. Contact your system administrator for more information.
I cannot program a Station Speed Dial number to the button I want.	Before assigning the speed-dial number to a programmable button, you must store the number with either a Station Speed-Dial bin.

Problem	Possible Solution
When I try to use the Dynamic Extension Express – Handoff feature (**388**), the display shows NO CALL TO HANDOFF.	The NO CALL TO HANDOFF display indicates that the call cannot be handed off because one of the following may have occurred: • You tried to use the Handoff feature on a call that has not been routed by Dynamic Extension Express. • You tried to use the Handoff feature on a call that the system has not yet recognized as a valid call. • You tried to use the Handoff feature on an unsupported extension. The Handoff feature is supported on your main extension only. • You tried to use the Handoff feature on a phantom extension. The Handoff feature is not supported on phantom extensions. • You entered the handoff feature code at the exact time the other party on the call disconnected. • The call was terminated for some reason.

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